



USERS' ADVISORY COMMITTEE MEETING Minutes
Wednesday, June 9, 2021 – 11:00 a.m. to 2:00 p.m.
Virtual Meeting

Attendees:

Caitlin Anderson	Karen Kreis
Sherry Baker (Chair)	Anthony Kupferschmidt
Ron Bergen	Tommy Leung
David McGregor	Odette Brassard
Colin Emberson	Monty Lilburn
Rachel Goddyn (Vice Chair)	Jim Mann
Mario Gregorio	Peg Mercer
Pam Horton	Michele Querns

Regrets:

Shayne De Wildt
Yat Li

Staff

Chris Chan, Travel Training Manager, CMBC
Briana Ingram, Manager, Access Transit Planning, TransLink
Megan Johnston, Senior Advisor, Public Affairs, TransLink
Ross McFarland, Sr. Planner, Access Transit Planning, TransLink
Liina Marshall, Manager, Access Transit Service Delivery, CMBC
Kathy Pereira, Director, Access Transit Service Delivery, CMBC
Sarah Ross, Director, System Planning, TransLink
Richard Marion, Coordinator, Access Transit Planning, TransLink
Gurtej Tung, Planner, Access Transit Planning, TransLink
Erin Windross, Manager, Access Transit Service Improvements, CMBC
Terence Chu, Senior Advisor, Communications, TransLink
Daniel Kabat, Project Manager, TransLink

Guests

Linda McGowan, Community Outreach Liaison, First Transit

1. PRELIMINARY MATTERS

1.1 Call to Order and Land Acknowledgement – 11:00 - 11:05

- Sherry called the meeting to order.
- Briana read the land acknowledgement.

1.2 Virtual Meeting Protocol – 11:00 - 11:05

1.3 Opening Remarks – 11:05 - 11:10

- Sherry provided opening remarks.
- Sherry also acknowledged the tragic residential school events that we were once again made aware of in May and asked for a moment of silence.

1.4 Roll Call and Member Introductions – 11:05 - 11:10

- Briana conducted the member and staff roll call.

1.5 Adoption of the Agenda – 11:10 - 11:15

- It was moved and seconded that the agenda be approved. Carried.

1.6 Adoption of the Minutes – 11:10 - 11:15

April 28, 2021

- It was moved and seconded that the minutes be adopted. Carried.
Pam arrived at 11:15

1.7 Business Arising from the Minutes – 11:10 - 11:15

2. REPORTS

2.1 Access Transit Planning Manager's Report – 11:15 - 11:20

Briana Ingram, Manager, Access Transit Planning, TransLink
Verbal update for information (copy included in package)

- Briana summarized items in the manager's report.
- The Lonsdale Quay public art installation information was received by Access Transit after the report was finished. The project did have impact on bus locations but there was extra staff on hand to assist people at the exchange.

2.2 Bus accessibility for wheelchairs and scooters – 11:30 – 11:45
Verbal update for information

Kathy Pereira, Director, Access Transit Service Delivery and Depot Operations, CMBC

Kathy provided an update on the Scooter size issue with the driver security gate on some New Flyer Trolleys.

- Some scooter baskets or handles were not able to pass the driver security door.
 - The base of the scooters did comply with size requirements.
 - CMBC is working on a solution to resolve this issue
 - On Nova busses, there is more maneuvering space.
 - The potential solution may involve the fare boxes.
 - Rachel: Wanted to know if people purchasing scooters and wheelchairs do get the specific information about size requirements and bus maneuvering issues?
 - Kathy: indicated that this information is available for people, but it may be time to update the information sent to retailers again.
 - Pam: Most Occupational Therapists do a good job to make sure people do purchase the right sized device for what they are doing on the transit system.
 - Chris: Indicated that people buying used devices end up potentially purchasing devices that are too big to use on a bus.
 - Sherry: People have to be educated on what is appropriate for the bus before purchasing.
- Jim arrived at 11:40.
- Odette wanted clarification on the tie down issue with the attendant at UBC?
 - Kathy indicated that about a year ago due to health and safety issues drivers could not assist people with tie downs in the forward-facing position.
 - When BC moves to phase 2 of the restart plan, all forward facing positions will resume normal operations on CMBC busses.
 - In the event the forward-facing position can't be used, the driver should be contacting TCom to request a taxi dispatch.
 - Drivers will be reminded of this as in the case of the UBC situation, there may have been poor communications.
 - Odette: Is there a program to help people get vaccinations?
 - Kathy: We will be launching a mobile vaccination clinic at the end of this week. This is in conjunction with Fraser Health.

- 2.3 Update on Bus Stop Accessibility project – 11:45 – 12:05
Daniel Kabat, Project Manager, TransLink
Presentation for information and feedback (copy included in package)

Daniel gave the committee an update on the Bus Stop Accessibility Project.

- He outlined the potential solution for stops that have TIPS panels.
- The Braille sign could be mounted at an angle to prevent people from standing too close to the road to read the sign.
- Odette: Requested that people in wheelchairs continue to be involved in testing.
- Sherry: Indicated that people may have difficulty raising their arms.
- Monty: Thought the change in sign position is not that crucial as people do read away from them.

- 2.4 HandyDART Modernization Program update – 12:05 – 12:20
Ross McFarland, Senior Planner, Access Transit Planning, TransLink
Presentation for information and feedback (copy included in package)

Ross gave an update on the work that has happened on HandyDART modernization. He outlined the report that would be going to the board of directors and some of the findings from the consultation.

- High level of support for aged based discounts.
- There was a perception a decision had been made already.
- The board recommendation will not include a mandatory in-person evaluation.
- Sara Ross: Clarified that some items go through board committees before a final recommendation goes to the entire board.
- The package will include moving forward with compass and aged based discounts this fall and developing a new registration process that will include a long form or an in-person consultation.

Health Break – 12:20 – 12:30

- 2.5 Transport 2050 Regional Transportation Strategy Presentation – 12:30 – 1:55
Caitlin Cooper, Project Manager, TransLink

Presentation for information and feedback (copy included in package)

Caitlin gave a presentation on Transport 2050 and the structure of the next phase of public consultation moving forward. She outlined the goals and objectives and strategic lenses this phase could be using. This process will affect how phase 3 moves forward.

- Sherry: Asked if people have questions.
- The goals for this phase are lofty
- Mario: What is the direct impact of transportation? What would the impact be with the pandemic and What is the impact with having public washrooms on transit?
- Caitlin: We have learned that we can do scenario testing. Look at the impact of major disrupters like an earthquake or technology changes and how it impacts public transit use and the entire region.
- We still need to make sure money is spent well as we continue developing our transportation system.
- Caitlin: Not sure about air rights over SkyTrain, need to look at ways to continue developing affordable housing near transit.
- Caitlin: The action statements will cover the issue of washrooms. We may need to develop a network of washrooms that go beyond SkyTrain.
- Caitlin: Covered some of the equity initiatives in the strategy.
- Pam: Enquired about the Equitable meeting section happening at the end of the month? Is this something that will be publicly available as well?
- Caitlin: The meetings are invite only right now. It was great Pam was aware of this. The entire report will be available to the public in September.
- Rachel: Enquired about the advisory committee for First Nations.
- Caitlin: Still looking at the framework and its role. Did invite 10 First Nations to participate. We will be meeting three or four times a year with the committee.
- The work with indigenous people may be ongoing outside of Transport 2050.
- Mario: Clear information and directions for solving the inconvenience to the public with interruptions in services to the public.
- Caitlin: We are planning for sea level rising as well. Already looking at moving infrastructure that would be at risk with rising water levels.

- Rachel: City of Burnaby has been doing work on affordable housing near transit. What is TransLink also doing to support this type of work.
- Caitlin: The cities are primarily responsible for developing policies and processes that support more affordable housing. Caitlin was not aware of the work specifically happening in Burnaby.
- Rachel: Maybe not working together. The work is happening without being partnered.
- Caitlin will follow-up with partners in Burnaby.
- Rachel: A large overarching issue to have the region work closely together.
- Karen: I think Metro Vancouver should be the overarching part to do with affordable housing in the region. BC Housing as well.
- Odette: There is still the issue that local government and TransLink may not be accessible. There is no infrastructure to the stop itself, so you don't really have access.
- Caitlin: There is a recognition that people can't access facilities. We may need to increase funding to municipalities. We need to flag this for future planning processes.
- Odette: Nice to see what TransLink does with integrating access into plans. Can't say the same for other organizations. Sometimes it is so far into silos that it doesn't happen.
- Peg: Will there be standards for floating bus stops? Need to ensure that safety is not compromised by needing to cross bike lanes to access bus stops.
- Odette: We travel. We need to standardize. Canada should be involved as well.
- Mario: need to understand the maximum value with developers looking for services and community access. The next developer does not continue the walking path. Safety is an issue now for people.
- Need to dig deeper in phase three with equity groups. Caitlin indicated the DRAFT strategy would be available in a couple of weeks. It is a Confidential DRAFT so committee members should not share it with others. They can have conversations about the issues with others though.

3. OTHER BUSINESS

4. CLOSING REMARKS

5. MEETING TERMINATION

The meeting terminated at 2 P.M.

6. INFORMATION

2021 Meeting Dates:

- Wednesday, September 8, 2021–11 a.m. to 2 p.m.
- Wednesday, October 27, 2021–11 a.m. to 2 p.m.
- Wednesday, December 8, 2021–11 a.m. to 2 p.m.